

# Data Reliability Assessment Tool: Electric Baseload Expenditures

## Assessment #4 – Data Checking Routines

Assessment #4 looks at whether you have procedures in place for checking the data that you receive from agencies and vendors, and then conducting follow-up when you find data issues. The questions you will be asked in Assessment #4 are listed below. **You will need to consult with your program staff and your IT Department to talk about whether you have these procedures in place.**

- 1) Do you have a check in place for verifying that account numbers for each vendor follow the correct account number format?
- 2) Do you have a check in place for tracking the percentage of your assisted households that have an electric vendor and account number listed in their file?
  - b) If you find that the rate of households that are missing a vendor or account number is high, do you have procedures in place for tracking whether the issue stems from certain vendors or agencies?
- 3) After you have requested Electric Baseload data, do you have a check in place for tracking the percentage of your assisted households for whom vendors cannot find accounts in the vendor system?
  - b) If you find that the rate is high, do you have procedures for tracking that back to whether it relates to certain vendors or certain agency?
- 4) To do performance measures, you have to have a procedure in place to identify the electric companies that serve the largest number of electric main heat clients in your state. Do you have a process for identifying the electric vendors in your state who serve the largest number of clients with baseload electric?
  - b) {IF YES TO QUESTION 4} Do you have a process for choosing vendors if the largest main heating suppliers are different than the largest baseload suppliers?
- 5) Do you have a process for tracking whether electric vendors have supplied data in the past when requested?
  - b) {IF YES TO QUESTION 5} Does this include tracking the percent of cases for which each electric vendor supplies *complete* data (e.g. twelve months of consecutive billing)?
  - c) {IF YES TO QUESTION 5B} Do you use this tracking process to work proactively with vendors to improve the percent of households with complete data?
- 6) Do you have a check in place to ensure that households are excluded from the dataset if they have some electric baseload data, but not a full 12 months?
- 7) Do you check the range of electric baseload bills reported by vendors and investigate the high and low outliers?
- 8) We have just reviewed the checks you have in place, but you should ask yourself: Are there procedures in place for reviewing and resolving the findings from each check?
- 9) Is there a system in place to add checks when new problems arise?
- 10) Is there a system in place for removing checks that generate high false positive rates?